

RECEIVED  
CENTRAL FAX CENTER  
DEC 02 2004

ARMSTRONG TEASDALE LLP

One Metropolitan Square, Suite 2600  
St. Louis, Missouri 63102-2740  
Phone: (314) 621-5070  
Fax: (314) 621-5065  
[www.armstrongteasdale.com](http://www.armstrongteasdale.com)

**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE  
UNITED STATES PATENT AND TRADEMARK OFFICE**

**DATE:** December 2, 2004

<b>Examiner:</b> Beth Van Doren	<b>RE:</b> U.S. Patent Application
<b>Art Unit:</b> 3623	<b>Serial No.:</b> 09/480,589
<b>Fax:</b> 703-872-9306	<b>Applicant:</b> Kevin Michael Ruppelt et al.
<b>From:</b> Thomas M. Fisher	<b>Atty. Dkt. No.:</b> 9D-EC-19348

**DOCUMENTS SUBMITTED WITH TRANSMISSION:**  
*Amendment Transmittal (3 pgs.)*  
*Amendment in Response to Office Action dated October 20, 2004*  
*(31 pgs.)*  
*Fax Transmittal (1 pg.)*

*Total pages including cover page: 35*  
*If all pages are not received, please contact: Linda Schindler at Ext. 7018*

**RE:** The above referenced U.S. Patent Application

**Title:** METHOD, SYSTEM AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

**Filed:** January 10, 2000

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office, Facsimile Number 703-872-9306 on the date shown above.

  


---

Thomas M. Fisher, Reg. No.: 47,564

**BEST AVAILABLE COPY**

*The information contained in this facsimile message is information protected by attorney-client and/or the attorney/work product privilege. It is intended only for the use of the individual named above and the privileges are not waived by virtue of this having been sent by facsimile. If the person actually receiving this facsimile or any other reader of the facsimile is not the named recipient or the employee or agent responsible to deliver it to the named recipient, any use, dissemination, distribution, or copying of the communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address via U.S. Postal Service.*

**\*IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CONTACT US IMMEDIATELY AT (314) 621-5070.**

PATENT  
Attorney Docket No.: 9D-EC-19348 Ruppelt et al.

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED  
CENTRAL FAX CENTER  
DEC 02 2004

Applicant: Ruppelt et al. Group Art Unit: 3623  
Serial No.: 09/480,589 Examiner: Van Doren, Beth  
Filed: January 10, 2000  
For: METHOD, SYSTEM, AND PROGRAM  
PRODUCT FOR ON-LINE SERVICE  
CALL SCHEDULING

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

1. Transmitted herewith is:  
Fax Transmittal (1 page)  
Amendment Transmittal (3 pages)  
Amendment in response to Office Action dated October 20, 2003 (31 pages)

## STATUS

2. Applicant
 

claims small entity status.  
 is other than a small entity.

## CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8a)

I hereby certify that this correspondence is, on the date shown below, being:

MAILING  
\_\_\_\_ deposited with the United States Postal Service with sufficient postage as Express Mail, in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450,

Date: December 2, 2004

FACSIMILE  
✓ transmitted by facsimile to the Patent and Trademark Office

Facsimile No. 703-872-9306

Thomas M. Fisher  
Reg. No. 47,564

PATENT  
9D-EC-19348

## EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

(a)  Applicant petitions for an extension of time under 37 C.F.R. 1.136  
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 420.00	\$ 210.00
<input type="checkbox"/> third month	\$ 950.00	\$ 475.00
<input type="checkbox"/> fourth month	\$1,480.00	\$ 740.00
<input type="checkbox"/> fifth month	\$2,010.00	\$ 1005.00

Fee Due \$

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

An extension of \_\_\_\_\_ months has already been secured. The fee paid therefor \$ \_\_\_\_\_ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$

OR

(b)  Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

PATENT  
9D-EC-19348

## FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

(Col. 1)		(Col. 2)		(Col. 3)		SMALL ENTITY	OTHER THAN SMALL ENTITY
CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR		PRESENT EXTRA	ADDITIONAL RATE FEE	OR	ADDITIONAL RATE FEE
TOTAL		MINUS		0	x \$9 = \$		x \$18 = \$
INDEP.		MINUS		0	x \$43 = \$		x \$86 = \$
— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					+ \$145 = \$		+ \$290 = \$
					TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$

(a)  No additional fee for Claims is required

OR

(b)  Total additional fee for claims required \$ \_\_\_\_\_

## FEE PAYMENT

5. Attached is a check in the sum of \$ \_\_\_\_\_

Charge Deposit Account No. 01-2384 the sum of \$.  
A duplicate of this transmittal is attached.

## FEE DEFICIENCY

6.  If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7.  Other:



Thomas M. Fisher  
Reg. No. 47,564  
ARMSTRONG TEASDALE LLP  
One Metropolitan Square, Suite 2600  
St. Louis, MO 63102  
314-621-5070

VIA FACSIMILE 703-872-9306

RECEIVED  
CENTRAL FAX CENTER

DEC 02 2004

9D-EC-19348-Ruppelt et al.  
PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al. : Art Unit: 3623  
Serial No.: 09/480,589 : Examiner: Van Doren, Beth  
Filed: January 10, 2000 :  
For: METHOD, SYSTEM, AND :  
PROGRAM PRODUCT FOR ON- :  
LINE SERVICE CALL :  
SCHEDULING

Mail stop: Amendment  
Hon. Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action dated October 20, 2004, please amend the above identified application as follows.

**This Page is Inserted by IFW Indexing and Scanning  
Operations and is not part of the Official Record**

**BEST AVAILABLE IMAGES**

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- BLACK BORDERS**
- IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- FADED TEXT OR DRAWING**
- BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- SKEWED/SLANTED IMAGES**
- COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- GRAY SCALE DOCUMENTS**
- LINES OR MARKS ON ORIGINAL DOCUMENT**
- REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- OTHER:** \_\_\_\_\_

**IMAGES ARE BEST AVAILABLE COPY.**

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.